

## **TRANSFERRING YOUR TICKETS, SECONDARY TICKET WEBSITES, TICKET EXCHANGE AND REFUNDS**

We get lots of questions around the use of tickets and how they refer to the Ticket Terms and Conditions and Conditions of Entry, so to make things a little clearer please read the following:

We apply ticket limits on certain high profile matches to encourage as many different groups of people as possible to attend. We therefore allow a customer to purchase tickets on behalf of others, as long as that customer intends to accompany the others to the ground. Such tickets cannot be transferred or resold at above face value.

If for example you buy four tickets, you and the other three ticket holders should attend the ground together and you should not charge the others more than the face value for the tickets. **If you sell the tickets for more than the face value you are breaking the Terms.**

If you or one of the others cannot attend the game you can offer the ticket at no more than the face value to another person as long as they intend to accompany you to the ground. You **cannot offer the ticket for sale, auction the ticket, or advertise the ticket for sale as this would be breaking the Terms.**

Any tickets that are found to have been placed for sale on websites such as eBay, Gumtree, Viagogo and StubHub will be voided with no refund. The barcodes will be cancelled and the tickets will not be valid for entry, as **selling tickets via an unauthorised channel is breaking the Terms.** This includes selling tickets to a person who you do not know and who is not intending to accompany you to the ground.

Any tickets that are found to have been purchased on websites such as eBay, Gumtree, Viagogo and StubHub will be voided with no refund. The barcodes will be cancelled and the tickets will not be valid for entry, as **buying tickets via an unauthorised channel is breaking the Terms.** This includes purchasing from a person that you do not know and who is not intending to accompany you to the ground.

The official ticket and ticket hospitality agents of Lancashire Cricket for 2019 are:

Quay Tickets  
Ticketline  
Ambro Events  
AOK  
AR  
Blackorange  
Bluechip  
Clear Partners  
Corinthians  
CSM  
DTB  
Eventmasters  
Everything Hospitality  
Hospitality Broker  
Hospitality Finder  
Imperial Events  
Keith Prowse  
Sport and Music  
Paragon

EMG Events  
Finders Keepers

**In simple terms if you don't buy from Lancashire Cricket or one of the official agents your ticket will not be valid and can be cancelled without refund, and you may be blacklisted from purchasing from the Club and other Clubs in the future.**

The Club will be launching a Ticket Exchange website in early 2019 where tickets that can no longer be used due to unforeseen circumstances can be posted for sale. The precise details around this process are still to be finalised, however will be updated here in due course.

Tickets will only be refunded in exceptional circumstances. If you can no longer attend a match you should contact the Ticket Office at the earliest possible opportunity on [tickets@lancashirecricket.co.uk](mailto:tickets@lancashirecricket.co.uk) however there is no guarantee that you will receive a refund.